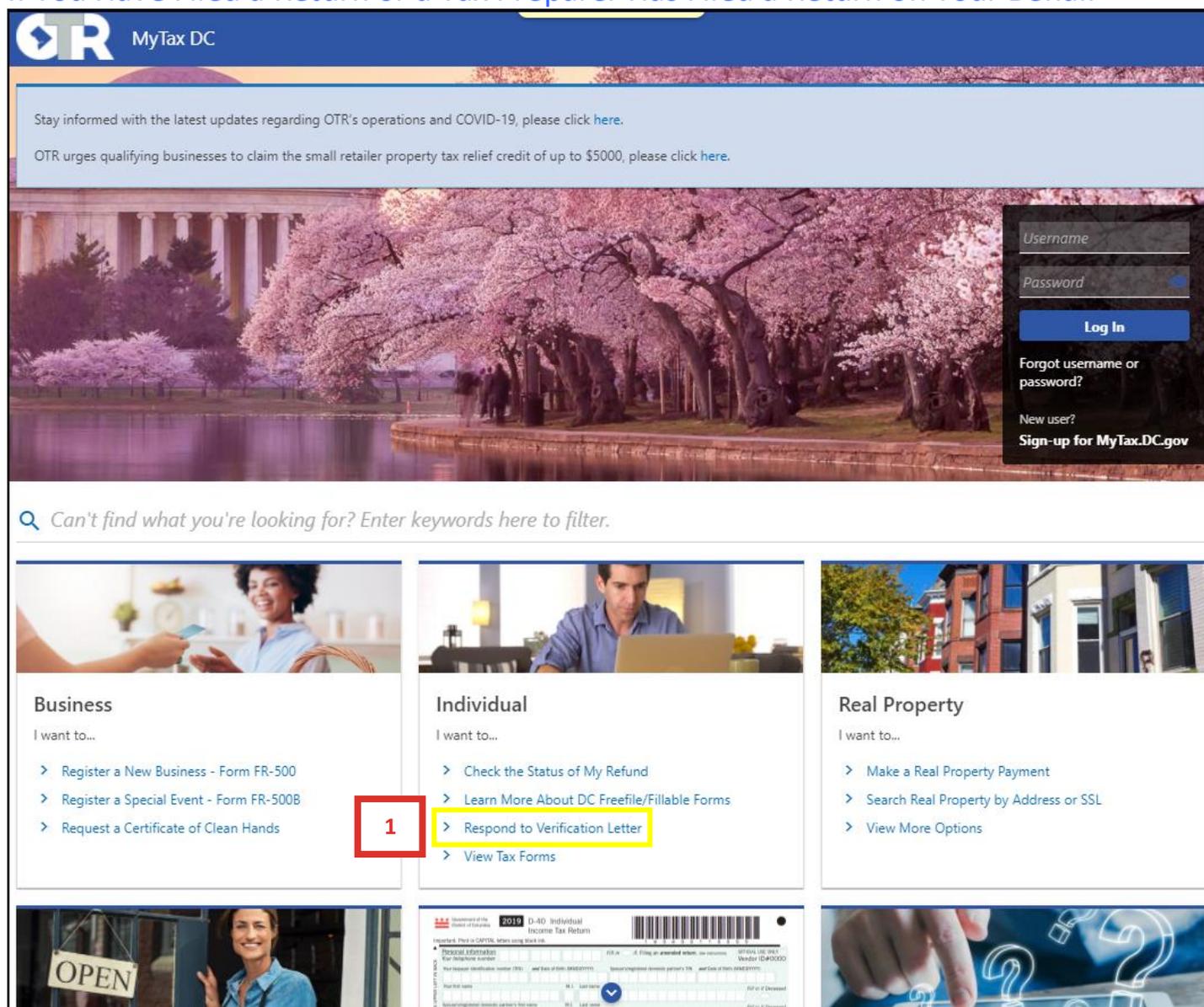


MyTax.DC.gov User Guide: How to Take an Identity Quiz

To help combat identity theft and tax fraud, the Office of Tax and Revenue (OTR) requires additional verification for selected tax returns. Learn how to respond to your Notice of Identity Confirmation via [MyTax.DC.gov](https://mytax.dc.gov) by following this step-by-step guide.

Note: If You Have Not Filed a Return or a Tax Preparer Has Not Filed a Return on Your Behalf please see **page 8** for further instructions.

If You Have Filed a Return or a Tax Preparer Has Filed a Return on Your Behalf



The screenshot shows the MyTax.DC.gov homepage. At the top, there is a navigation bar with the OTR logo and 'MyTax DC'. Below this is a banner with two links: 'Stay informed with the latest updates regarding OTR's operations and COVID-19, please click here.' and 'OTR urges qualifying businesses to claim the small retailer property tax relief credit of up to \$5000, please click here.' On the right side of the banner, there is a login form with fields for 'Username' and 'Password', a 'Log In' button, and links for 'Forgot username or password?', 'New user?', and 'Sign-up for MyTax.DC.gov'. Below the banner is a search bar with the text 'Can't find what you're looking for? Enter keywords here to filter.' The main content area is divided into three columns: 'Business', 'Individual', and 'Real Property'. The 'Individual' column has a red box with the number '1' next to the 'Respond to Verification Letter' link. Below the 'Individual' column, there is a thumbnail image of a tax form titled '2018 D-40 Individual Income Tax Return'.

1. From the [MyTax.DC.gov](https://mytax.dc.gov) homepage, under **INDIVIDUAL**, click the **Respond to Verification Letter** hyperlink.

- 2. On the Respond to Verification Letter landing page, click the **Take an Identity Quiz** hyperlink to submit your response.

The screenshot shows the MyTax DC website interface. At the top, there is a navigation bar with the MyTax DC logo and a 'Home' link. Below the navigation bar, a message states: "If you received a letter from the DC Office of Tax and Revenue requesting you to complete verification online, please click on the letter you received below. You may contact the eServices Team at (202) 759-1946 to receive assistance with navigating this website."

Below the message, there are three large rectangular buttons representing different verification methods:

- Verify Your PIN**: A button with a red border. A callout box with a white background and a black border points to it, containing the text: "Your Verification PIN: [Redacted]".
- Take an Identity Quiz**: A button with a yellow border. A red box highlights the number '2' above it. A callout box with a white background and a black border points to it, containing the text: "Pass an Identity Verification Quiz".
- Submit Verification Documents**: A button with a red border. A callout box with a white background and a black border points to it, containing the text: "Upload the documents listed above on OTR's secure Taxpayer Access Portal."

Each button contains a preview of a letter from the DC Office of Tax and Revenue, dated August 11, 2020. The letters contain the following text:

Verify Your PIN: NOTICE FOR IDENTITY VERIFICATION PIN. A Division of Columbia individual income tax return was filed using the electronic and address above. The Office of Tax and Revenue (OTR) has implemented increased security measures to protect Division of Columbia taxpayers and the Division from tax-related identity theft. The processing of your 2019 Division of Columbia individual income tax return has been suspended pending verification of your identity. You must complete the steps outlined in this notice before September 8, 2020. Failure to verify your identity will result in further processing delays or denial of your refund request.

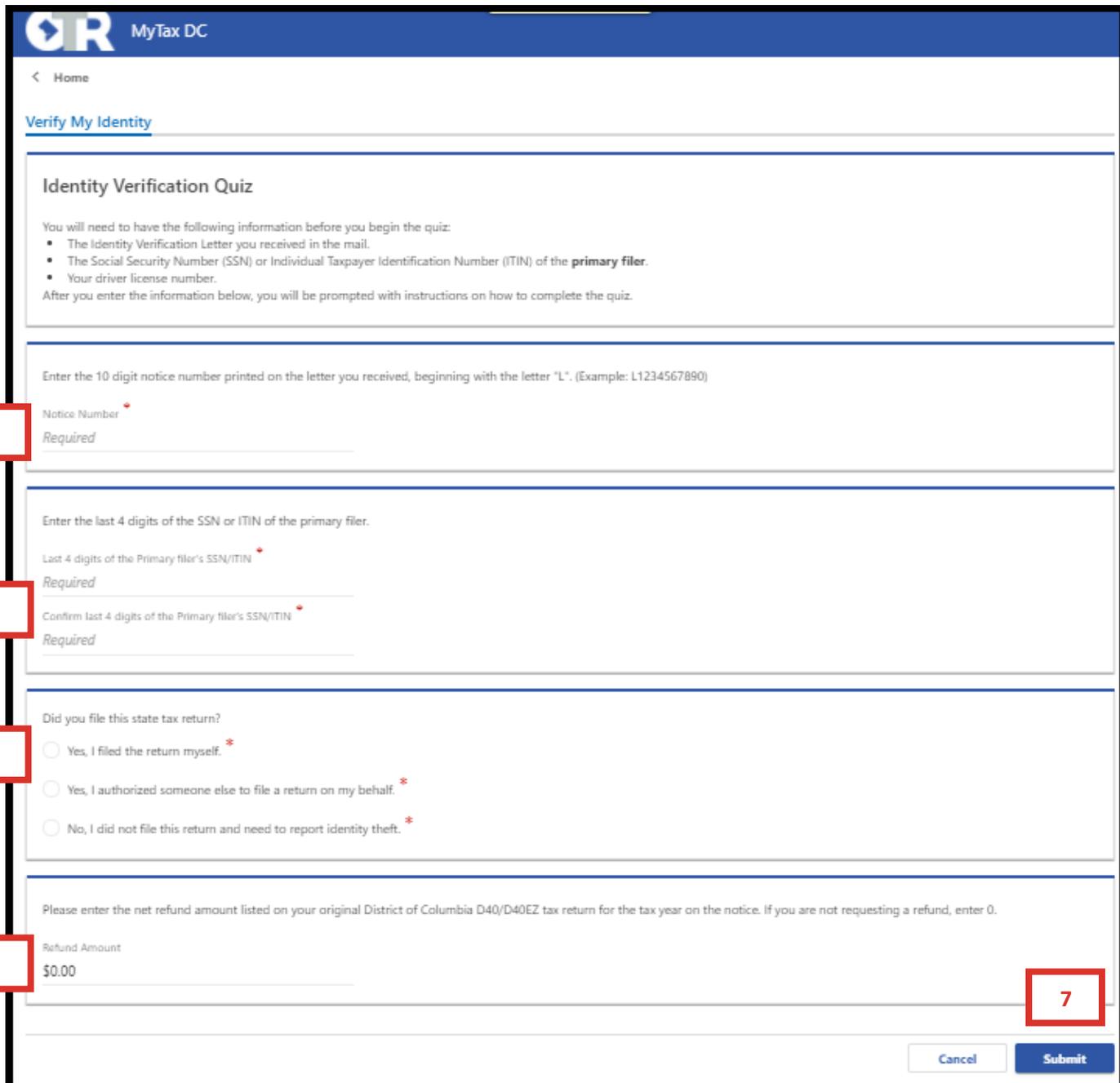
Take an Identity Quiz: NOTICE OF IDENTITY QUIZ. A Division of Columbia individual income tax return was filed using the electronic and address above. The Office of Tax and Revenue (OTR) has implemented increased security measures to protect Division of Columbia taxpayers and the Division from tax-related identity theft. The processing of your 2019 Division of Columbia individual income tax return has been suspended pending verification of your identity. You must complete the steps outlined in this notice before September 8, 2020. Failure to verify your identity will result in further processing delays or denial of your refund request.

Submit Verification Documents: NOTICE OF. The Office of Tax and Revenue (OTR) has received an individual income tax return bearing your name and an invalid social security number for the tax year listed above. The processing of this tax return has been suspended pending verification of your social security number. Therefore, we require you to provide the following documents:

- A copy of your valid government-issued photo identification (ID), such as a driver's license, passport, military ID or state ID; and
- A copy of your social security card.

Please select one of the options below to submit your documents to OTR. Please do not mail or hand deliver original documents as this may result in delays in processing.

Please select one of the options below to submit your documents to OTR. Please do not mail or hand deliver original documents as this may result in delays in processing.



3 Notice Number
Required

4 Last 4 digits of the Primary filer's SSN/ITIN
Required

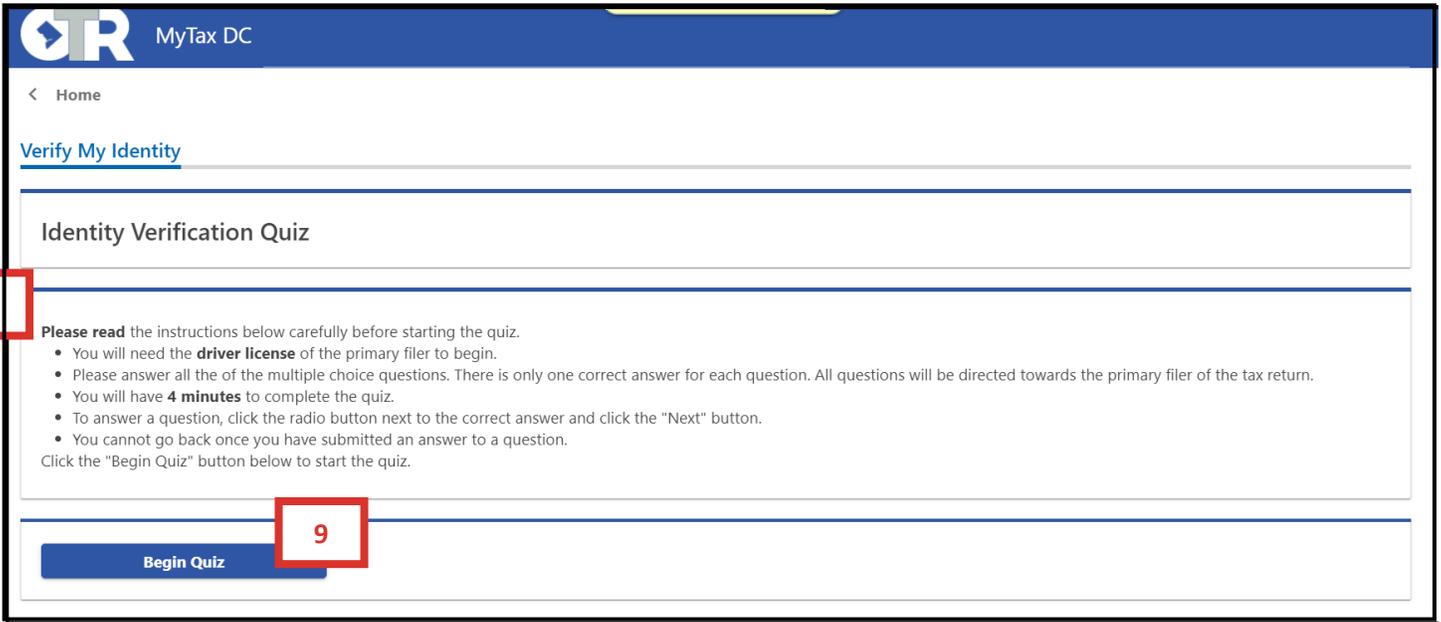
5 Did you file this state tax return?
 Yes, I filed the return myself. *
 Yes, I authorized someone else to file a return on my behalf. *
 No, I did not file this return and need to report identity theft. *

6 Refund Amount
\$0.00

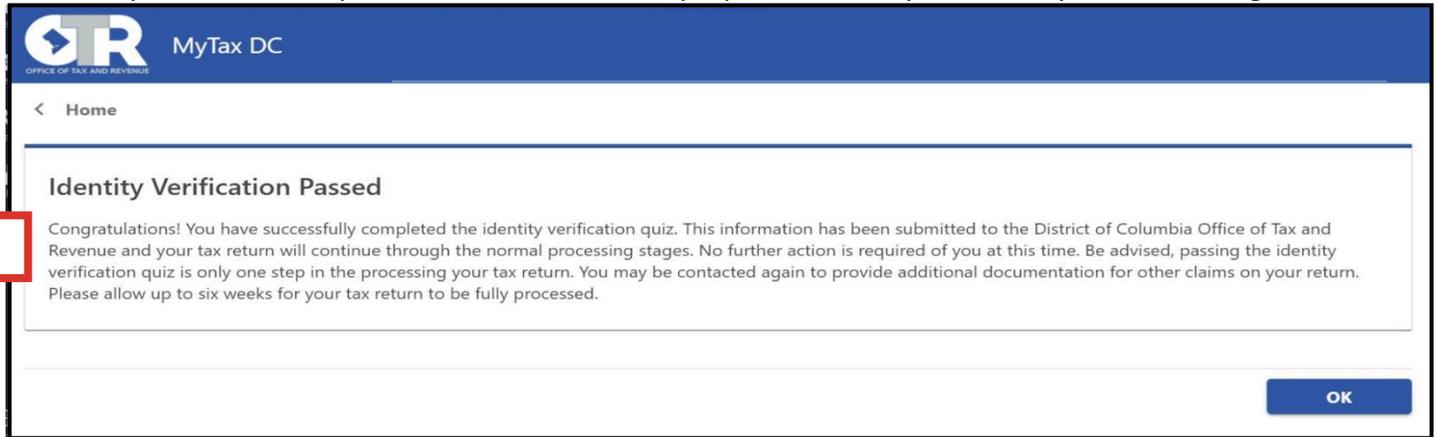
7 Submit

Fill out the requested information on the Verification Quiz Logon page. To complete the questions, please have on-hand the **Notice of Identity Confirmation** mailed to you along with a copy of your tax return.

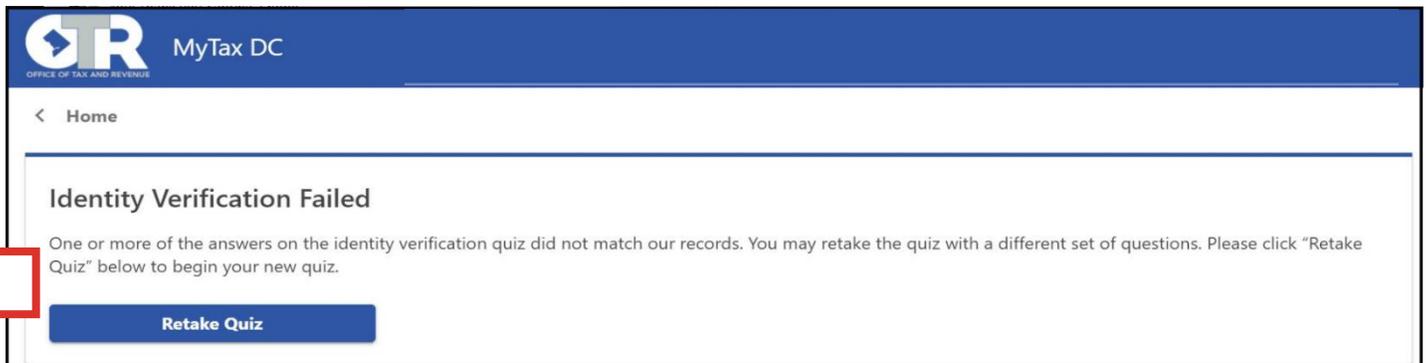
3. Enter your **Notice Number**.
4. Enter and re-enter the **last 4 digits of the Primary Filers SSN/ITIN**.
5. Select **Yes** if you filed the return yourself **or** select **Yes** if you authorized someone else to file your tax return on your behalf.
6. Enter the **refund amount** on the return for the tax year on the notice. If you are not requesting a refund, enter zero.
7. Click **Submit**.



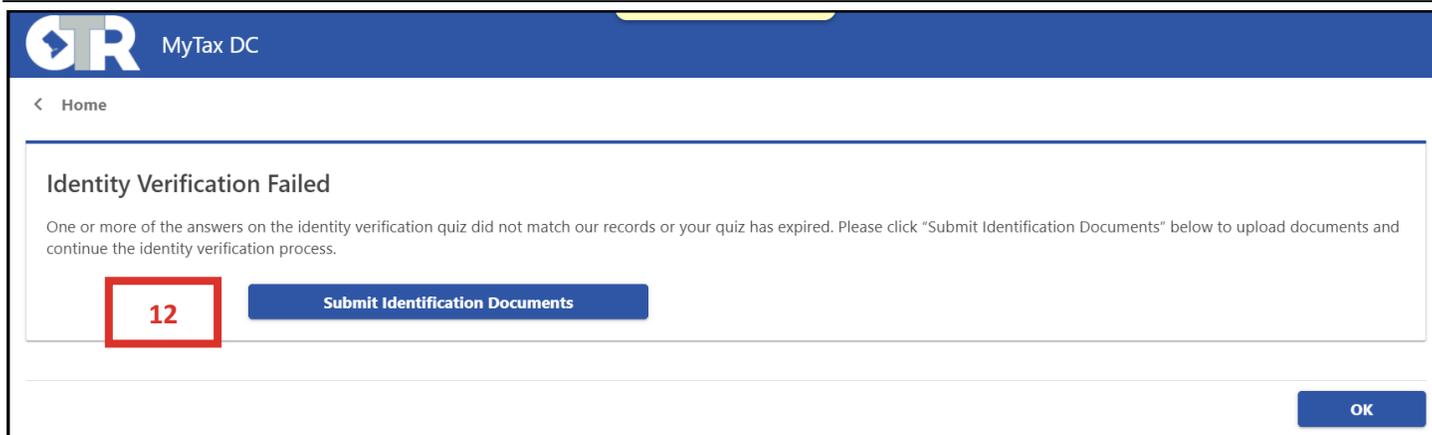
8. An instructional page will appear advising you of the information you will need to have on hand before beginning your Identity Verification Quiz.
9. Once you have the required documents and are prepared to take your Identity Quiz, click **Begin Quiz**.



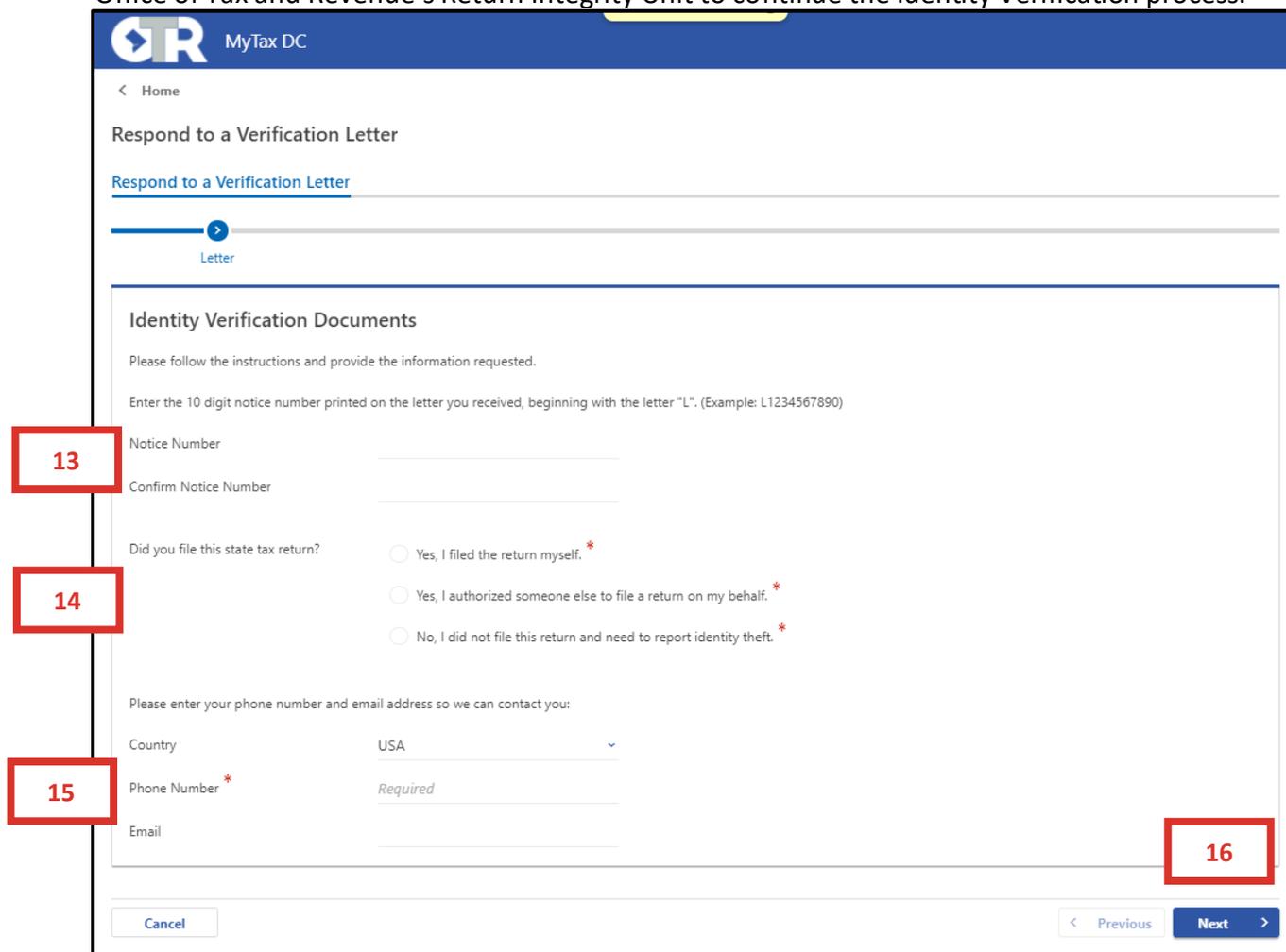
10. A confirmation page will appear if you were able to successfully verify your identity.



11. If you were not able to successfully pass your Identity Verification Quiz, and there is enough information available to administer a second quiz, you will have the option to take your Identity quiz a second time. If you wish to retake your quiz, click **Retake Quiz**.



12. If you were unable to successfully pass your Identity Verification Quiz, you can verify your identity using an alternative method. Please click, **Submit Identification Documents** to submit documentation directly to the Office of Tax and Revenue's Return Integrity Unit to continue the Identity Verification process.



13. Enter and re-enter your **Notice Number**.

14. Select **Yes** if you filed the return yourself or select **Yes** if you authorized someone else to file your tax return on your behalf.

15. Please enter your **Phone Number** and **E-mail Address** in the required fields.

16. Click **Next**.

MyTax DC

< Home

Respond to a Verification Letter

[Respond to a Verification Letter](#)

Letter Attachments

17

Attachments

[Add Attachment](#)

Type	Name	Description	Size
There are no attachments.			

The following documents are required to complete the identity verification process. Please attach one document from each column.

Note: You don't need a scanner to make a copy; use your smartphone to take and upload a clear and legible picture instead! Please DO NOT send a copy of your tax return.

Verify Your Identity

One of the following:

- Driver License
- Military ID
- State ID
- Passport

Verify Your Residency

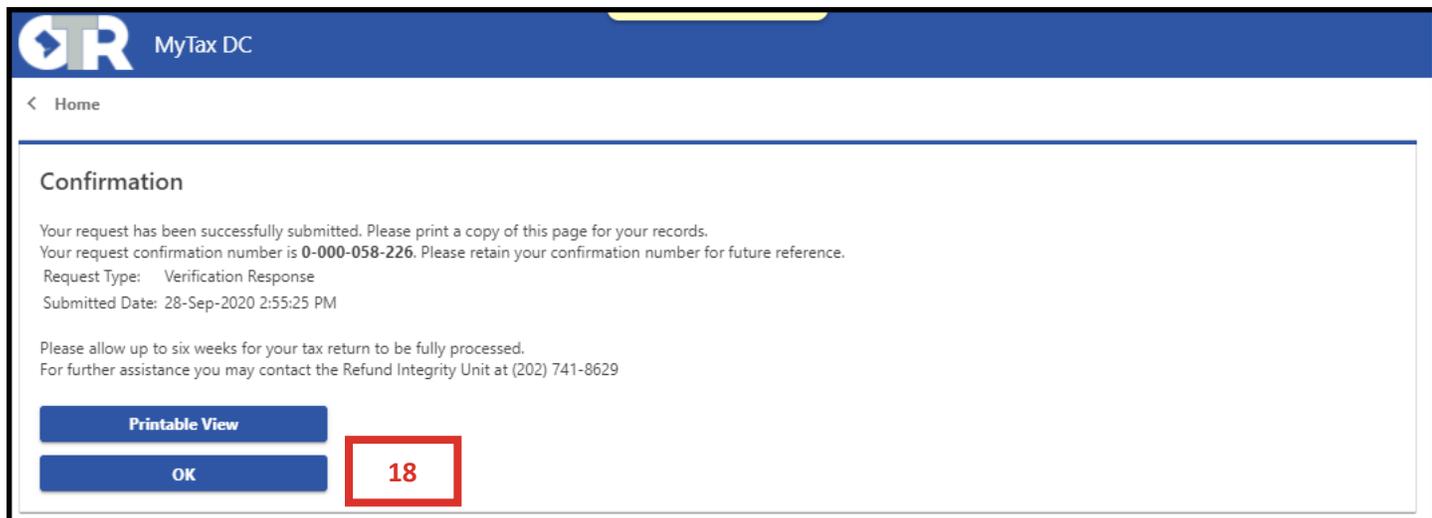
One of the following:

- Property Deed
- Mortgage Statement
- DC Property Tax Bill
- Rental Agreement signed by landlord and renter
- Utility Bill (gas, electric cable, etc.)
- Letter with picture from Court Services or DC Department of Corrections certifying name and DC residency
- Insurance Policy (vehicle, homeowners, renters, health, life, etc.)
- DC Vehicle Registration

Cancel [Previous](#)

17. You will then be directed to an **Attachments** page. When you are ready to add your attachments, click the **Add Attachment** button.

Please note: You must provide a document from **each** column. Providing partial documentation could further delay the processing of your tax return.

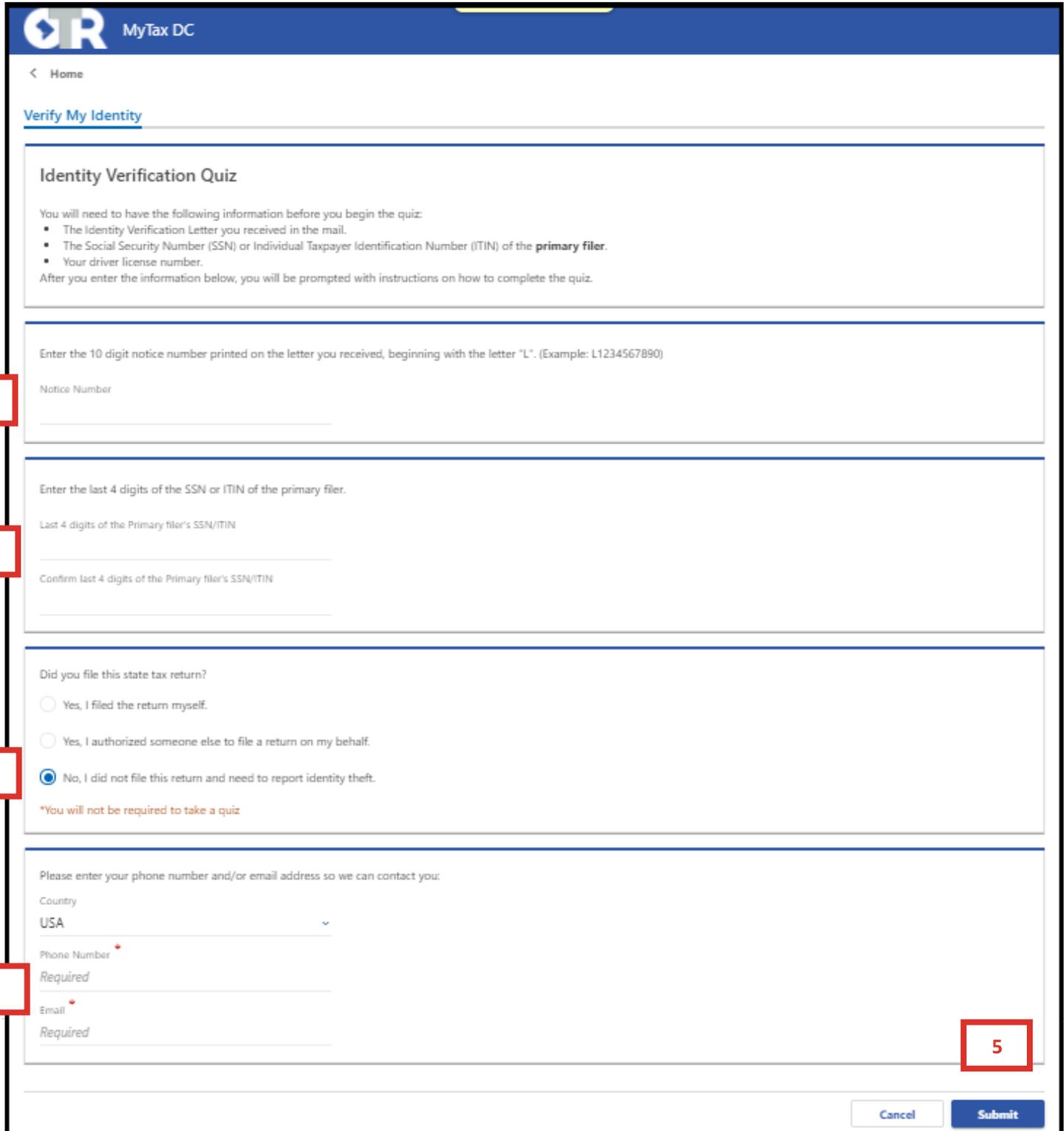


18. A **Confirmation** page will appear confirming that the Office of Tax and Revenue has received your document submission. To obtain a printed copy of this page, click **Printable View**. Otherwise, click **OK**.

If You Have Not Filed a Return or a Tax Preparer Has Not Filed a Return on Your Behalf

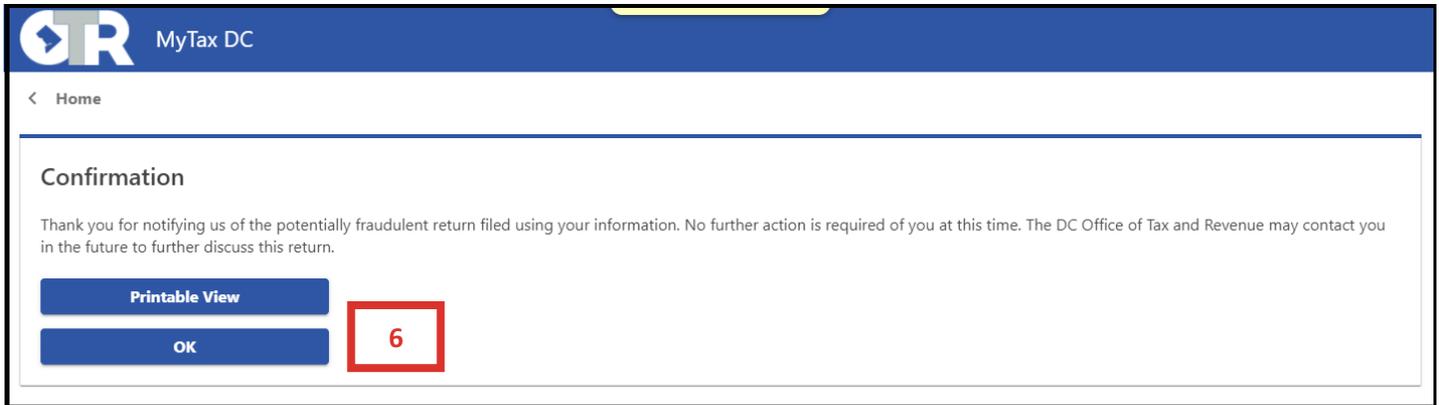
Fill out the requested information on the Verification page. To complete the questions, please have on-hand the Notice of Identity Confirmation that was mailed to you.

1. Enter your **Notice Number**.
2. Enter and re-enter the **last 4 digits of the Primary Filers SSN/ITIN**.
3. Select **No** if you did not file the return and need to report identity theft.
4. Enter your Phone Number and E-Mail Address in the required fields.
5. Click **Submit**.



The screenshot shows the 'Verify My Identity' page on MyTax DC. The page title is 'Identity Verification Quiz'. Below the title, there is a list of required information: the Identity Verification Letter, the primary filer's SSN/ITIN, and the driver license number. The form is divided into several sections:

- Section 1:** A text input field for the 'Notice Number', with a red box containing the number '1' to its left. The instruction above the field says: 'Enter the 10 digit notice number printed on the letter you received, beginning with the letter "L". (Example: L1234567890)'. The label 'Notice Number' is above the input field.
- Section 2:** Two text input fields for the 'Last 4 digits of the Primary filer's SSN/ITIN'. The first field is labeled 'Last 4 digits of the Primary filer's SSN/ITIN' and the second is labeled 'Confirm last 4 digits of the Primary filer's SSN/ITIN'. A red box containing the number '2' is to the left of the first field.
- Section 3:** A radio button selection for 'Did you file this state tax return?'. The options are: 'Yes, I filed the return myself.', 'Yes, I authorized someone else to file a return on my behalf.', and 'No, I did not file this return and need to report identity theft.' The 'No' option is selected. A red box containing the number '3' is to the left of the radio buttons. Below the options, it says '*You will not be required to take a quiz'.
- Section 4:** A section for contact information. It starts with 'Please enter your phone number and/or email address so we can contact you:'. There is a dropdown for 'Country' (USA), a text input for 'Phone Number' (marked 'Required'), and a text input for 'Email' (marked 'Required'). A red box containing the number '4' is to the left of the 'Phone Number' field.
- Section 5:** A blue 'Submit' button at the bottom right of the form, with a red box containing the number '5' to its left. A 'Cancel' button is also present to the left of the 'Submit' button.



6. A **Confirmation** page will appear confirming that the Office of Tax and Revenue will be notified of this fraudulent activity. To obtain a printed copy of this page, click **Printable View**. Otherwise, click **OK**.

Please note: If you did not file the return, the return will be rejected, and it will not be processed. This will not affect you from filing your correct tax return.